

E-01345A-11-0224

ORIGINAL



0000132672

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: 2011 DEC -6 P 4: 08 Fax:

Priority: Respond Within Five Days

Opinion No. 2011 101036

Date: 12/6/2011

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Justin

Samuels

Account Name: Justin Samuels

Home:

Street:

Work:

City: Bisbee

CBR:

State: AZ Zip: 85603

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\* E-01345A-11-0224 \*\*\*\*\*

Arizona Corporation Commission  
DOCKETED

DEC - 6 2011

Customer sent the following -

As a private customer of APS, I do not agree with an increase in base rates.

Customers do not have a choice when it comes to choosing an electricity provider.

A rate increase hurts individuals in a state with one of the highest rates of poverty in the nation.

No change in rate will not hurt APS.

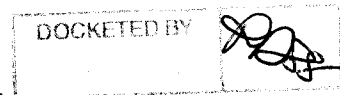
APS spent a lot of money recently changing the look of their logo. In my opinion this was unnecessary: the previous logo looked fine. If they are concerned about increasing profits, perhaps they should spend their money more judiciously by not wasting it on unnecessary logo changes. Obviously they aren't hurting for money.

Whereas a lot of their customers are hurting for money especially as rates increase.

Sincerely  
Justin Samuels.

Bisbee, AZ 85603  
\*End of Complaint\*

Utilities' Response:



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

### Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No. 2011 - 101036

---

E-01345A-11-0224

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      101039

Date: 12/6/2011

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Constance**      **Nuzzi**

Account Name:      Constance Nuzzi

Home:

Street:

Work:

City:      Phoenix

CBR:

State:      AZ      Zip: 85023

is:

Utility Company:      **Arizona Public Service Company**

Division:      Electric

Contact Name:      For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\* E-01345A-11-0224 \*\*\*\*\*

Customer sent the following -

I am desperately pleading with you to vote NO on APS application for a permanent rate increase. We are already suffering under the increases they have been awarded so far.

I am a senior, in my late 70's, living in a modest patio home. I have replaced my windows and doors with thick double-paned tinted glass; I have replaced 98% of my light bulbs with the energy efficient ones; my garage lights are solar; I keep my air-conditioning at 81 all summer; I'm on the energy saving plan with APS (12 noon to 7pm as peak period); I use my dishwasher, washer and dryer after 7pm or weekends; I do all my baking, roasting, etc on weekends; I wash cloths in cold water; I have sun blocking shades and drapes on windows and doors; I use my gardening tools after 7:00 pm; I only watch TV after 5:00pm and I do not have a computer. Still my last month's electric bill was \$173. When I am away for a month, I unplug everything electric except the refrigerator and the water tank. The air conditioning is on 85 yet I still receive a bill for \$133 for the month. When I call, they tell me they only bill me for what I use.

As you know, social security members have not received an increase in years. Yet food, taxes, Medicare, insurance- everything has gone up except my income. Where do these people expect me to get more money? I would love to go solar- I can't afford it even with the rebates.

If this increase goes through, what do I do? Buy less food? Eliminate my medical coverage? How much more can I conserve?

Please, vote no - reject this application.

Desperate Senior

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Constance Nuzzi  
\*End of Complaint\*

**Utilities' Response:**

.

**Investigator's Comments and Disposition:**

Comments entered for the record and filed with Docket Control.  
\*End of Comments\*

**Date Completed: 12/6/2011**

**Opinion No. 2011 - 101039**

---

E-01345A-11-0224

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      101037

Date: 12/6/2011

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

First:

Last:

Complaint By:      **John D.**

**Anderson**

Account Name:      John D. Anderson

Home:

Street:

Work:

City:      El Mirage

CBR:

State:      AZ      Zip: 85335

is:

Utility Company.      **Arizona Public Service Company**

Division:      Electric

Contact Name:      For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\* E-01345A-11-0224 \*\*\*\*\*

Customer sent the following -

I run my home at 84 degree and my utility bill is still \$379.00 this month. Just because the fuel cost is gone up so has everyone elses. There is a lot of people out of work. Where they to get the money to pay more for utilities? I'm retired and where am I to get the money. I have a lot of friends that work at the utility plant they tell me there is more waste then you can see.

No I think it is time for them to stand on there own two feet. Run it like a business. Their are a lot of WASTE their.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No.      2011 - 101037

E-01345A-11-0224

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      101038

Date: 12/6/2011

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

First:

Last:

Complaint By:

**Kathy**

**Dieckman**

Account Name:

Kathy Dieckman

Home:

Street:

Work:

City:

Wittmann

CBR:

State:

AZ      Zip: 85361

is:

Utility Company.

**Arizona Public Service Company**

Division:

Electric

Contact Name:

For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\* E-01345A-11-0224 \*\*\*\*\*

Customer sent the following -

The base rate is already too high. We pay for kilowatt's we use, we pay a base rate and about 15 other charges that are listed on our bill. There are many people out of work that cannot afford anymore increases. Those of us that do work cannot afford what we pay now. A rate increase right now is totally wrong.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 12/6/2011

Opinion No.    2011 - 101038